

Agricultural Marketing Service
Fruit and Vegetable Programs
Processed Products Branch
Area Office
Office Automation Clerk, GS-326-04

SJ FV56
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I. INTRODUCTION

This position is located in an Area Office of the Processed Products Branch, Fruit and Vegetable Programs. The Area Office is responsible for carrying out inspection and grading programs for processed fruits and vegetables and miscellaneous assigned commodities for a designated geographical area.

The employee serves as an Office Automation Clerk responsible for performing a variety of program-specific and general office support activities of the office.

II. DUTIES AND RESPONSIBILITIES

Reviews rough draft of various types of inspection certificates to verify completeness of information such as address of applicant, volume of product and other pertinent information to be included in the official certificate. Using a micro-computer software program, prepares and types certificates from rough draft (from grader worksheets and associated documents) adding missing information and correcting inconsistencies errors and omissions based on information from the files or contact with the grader/inspector. Assures completeness of certificates, accuracy of certificate format, as well as spelling, punctuation, and grammar.

Receives reports of hours worked from inspectors in charge of plants under contract, reconciles time sheets as necessary and inputs/posts information, as appropriate, into electronic data base system or handwritten ledger. On the basis of these reports, apportions charges for inspectors, including those who work at multiple locations within the pay period.

Performs the following duties through the use of electronic billing and collection system; prepares applications for services by inputting data into the system; completes fee/charge document electronically; posts data in appropriate ledgers, and transmits fee/charge documents to the National Finance Center.

Compiles data for miscellaneous reports covering commodities inspected.

Maintains statistics for and types reports covering training, mileage, assignment of employees, intermittent employment limitations, reports of cancellation or failure to renew contracts etc. Participates in operating the Plant Information Systems (PLIS) database by inputting and maintaining data, and preparing required reports. Prepares routine contacts by assuring accuracy and completeness of all data/information.

Performs a variety of general office clerical support functions including receiving and reviewing Time and Attendance reports to determine if entries are appropriate and complete and inputs data into data base system for transmission to NFC; receiving, reviewing and distribution of incoming mail; receiving telephone calls and greeting office visitors; responding to/answering non-technical questions on own initiative and referring technical matters/inquiries to appropriate source; and, taking telephone requests for inspection services by obtaining required information such as nature of the request, location, and number of inspection personnel requested.

In addition, maintains copies of directives, program issuance, file codes, etc., and distributes same to appropriate personnel; takes annual mail and telephone surveys and assists in space surveys for the office; maintains adequate supplies of program and administrative forms and internal office supplies, and prepares requisitions for supplies and equipment, as necessary.

Establishes and maintains an extensive office filing system for program-related and administrative documents, papers, reports, etc.

Obtains information on services for the repair and servicing of equipment.

Provides assistance to inspectors by answering questions on administrative matters, such as time and leave records, travel regulations, per diem, and other administrative questions that arise; or refer to the appropriate personnel.

Assists in preparation of workers' compensation forms.

Utilizing a micro-computer for word processing, program-specific software and related functions, types correspondence, reports, plant surveys, contracts, certificates, and other materials as the workload requires, from handwritten documents, papers or drafts. Assures accurate format, grammar, spelling, capitalization, punctuation, etc.

Adheres to Equal Employment and Civil Rights policies, goals and objectives in performing the duties of this position. Assures that oral and written communications are bias-free and differences of other employees and clients are respected and valued.

III. FACTORS

1. Knowledge Required by the Position

Familiarity with the organization of the Processed Products Branch as well as knowledge of the assignments of each Area Office employee.

Thorough knowledge of office clerical procedures in order to prepare certificates, record requests for inspection, maintain and requisition supplies, maintain files, route mail and telephone calls, etc.

Skill in maintaining figures and compiling data for a variety of administrative reports.

Knowledge of travel and Time and Attendance regulations.

Knowledge of grammar, spelling, capitalization, punctuation sufficient to prepare correspondence, reports, etc.

Skill in utilizing a micro-computer for work processing, program-specific software, and related functions, and an electric typewriter. A qualified typist is required.

2. Supervisory Controls

The incumbent is under the general supervision of the Officer-In-Charge and receives work assignments and technical direction from the Administrative Support Assistant in the office. Employee works independently on recurring assignments although new assignments are explained in detail. The employee refers questions on unusual/new situations to the supervisor on/after attempting resolution of the matter independently. Completed work is checked for adherence to instructions and overall accuracy and sufficiency.

3. Guidelines

Guidelines include a variety of administrative and program-specific manuals, directives, instructions, regulations, etc., of the Branch, Programs, Agency, and NFC. In situations involving procedural and substantive guidelines, where the guidelines provide several alternatives, the employee selects the appropriate course of action after discussion with the ASA or OIC.

4. Complexity

The incumbent performs routine clerical and general office support functions related to the inspection work and administrative activities of the Office. Preparing certificates requires knowledge of complicated and extensive formats and must be accurate and error free, since they document the official grading determinations.

Typing duties consist of duties that involve related clerical steps and the incumbent must recognize the propriety of format, the need for certain routing arrangements and comparable established requirements.

Clerical duties involve procedural as well as substantive steps. The incumbent must understand the contents of materials processed in order to process administrative documents and maintain a variety of files.

5. Scope and Effect

The purpose of the work is to contribute to the effectiveness of the inspection work of the graders assigned to the Office.

6. Personal Contacts

Contacts include Area Office employees and representatives of private companies and other governmental agencies using grading services. Contacts may also include regional, branch and headquarters personnel.

7. Purpose of the Contacts

Contacts are for the purpose of exchanging information about administrative matters of the Office, providing information to potential applicants regarding the service available, and obtaining information about the products to be graded.

8. Physical Demands

The work is sedentary.

9. Work Environment

The work is performed in an office setting.